

ABCC Handbook 2021

INFORMATION FOR ABCC FAMILIES



**Their
Future.**
Kindergarten
to Year12

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Welcome



ABCC plays a very important part in your child's day, and therefore we want to make sure that your child participates in a developmentally appropriate and enjoyable program that balances and complements their academic experience.

ABCC emphasises fun and friendship through recreational activities and positive relationships. One of the key elements in our program is "play" – which sometimes gets forgotten in this busy world in which we raise our children. It is through play and activities that children will be offered opportunities to explore creatively, develop social skills and their individual interests. We encourage you to join us at any time and invite any new ideas to better our program. If at any time you may have any questions or concerns, please feel free to speak to our ABCC Director.

We look forward to getting to know you and your children as we embark on this ABCC journey together.

Service Information

Name and Address: The Springfield Anglican College ABCC & TSAC Early Years ABCC
Springfield College Drive, Springfield Qld 4300

Postal Address: PO Box 4180
Springfield Qld 4300

ABCC TSAC & TSAC Early Years

ABCC Nominated Supervisor: Miss Amie Harris
ABCC Assistant Director: Miss Tamika Wehlisch

ABCC Office Phone: 07 3818 5780
ABCC Fax: 07 3818 6688
ABCC Mobile: Main ABCC: 0437 617 794
Early Years: 0438 071 194

Email: ABCC@tsac.qld.edu.au

College Website: www.tsac.qld.edu.au

ABCC Educational Leader: Miss Amie Harris

Approved Provider: FSAC Ltd. PR-00001192

Service Provider No.: TSAC EY SE-40000551

Operating Hours		TSAC Early Years - Kindy	TSAC Early Years - Prep	TSAC Years 1 and Up
Term Time	Before School Care	6:45 am - 8:30 am	6:45 am - 8:30 am	6:45 am - 8:30 am
	After School Care	3:00 pm - 6:30 pm	3:00 pm - 6:30 pm	2:45 pm - 6:30 pm
Holidays	Vacation Care	6:45 am - 6:00 pm	6:45 am - 6:00 pm	6:45 am - 6:00 pm
	Pupil Free Day	Not applicable	6:45 am - 6:00 pm	6:45 am - 6:00 pm

Vacation Care Period	All ABCC
April 2020	Tuesday 6 April - Monday 19 April
June / July 2020	Monday 21 June - Monday 12 July
September / October 2020	Monday 20 September - Friday 1 October
December 2020	Friday 3 December - To be advised
Christmas Closure	To be advised

All children, Prep and over, who arrive at the College before 8:00 am or who are not collected by 3.30 pm are automatically registered at ABCC, with a resultant cost to the parent provided the number of children attending ABCC at any one time does not exceed the capacity and Educator to child ratios. Any parent running late to collect children, please phone and notify ABCC.

All children not collected from after college activities will be sent to ABCC. Parents may be charged the resultant fees.

Philosophy - TSAC ABCC and EY ABCC

As a coeducational school of FSAC Ltd., The Springfield Anglican College ABCC & EY ABCC, an Anglican Church school, Christian beliefs are central to our ethos. We welcome children of all families whose students are enrolled at the College who accept the ethos, regardless of religion or ethnic origins. The ABCC & EY ABCC (After and Before College Care) service operates to provide a safe and happy environment for children of The Springfield Anglican College before and after school hours and during vacation periods.

'My Time, Our Place' the Outside School Hours Care learning framework provides the 'broad direction for Educators to facilitate children's play, leisure and learning.' It aims to provide a balanced program, at an age appropriate level, focussing on current understandings of the importance of early to middle childhood for children aged from 3 ½ years onwards in EY ABCC, and from 5 years and onwards in main ABCC. It will include a wide variety of play and recreational activities to meet the needs and interests of the children in accordance with the policies of The Springfield Anglican College.

Aims of the Service:

- provide caring, qualified Educators that will build trusting relationships with the children in their care, to allow the children to feel secure and happy and allow them to build their decision-making skills;
- encourage children to value and respect each other's opinions and differences, while promoting the development of a positive self-esteem and without the fear of ridicule, and where mystery and imagination are not denied by fact;
- ensure that Educators have a knowledge of the importance of the UN Convention of the Rights; of the Child and its importance in providing a safe environment for children to develop and grow
- provide Educators with opportunities to participate in professional development opportunities to ensure their skills allow them to provide children with the opportunities for learning;
- provide ongoing learning and reflective practice as a way to inform and enrich the decisions made that continuously promote positive wellbeing, learning and developmental outcomes for children;
- respect the rights and opinions of families and the community, encourage family participation and adopt a broad interest in the diversity of the community;
- to include all interested parties in opportunities to engage with the service on issues that require decision making and the implementation of change;
- create a learning environment that will encourage the children to interact, take roles, and develop relationships with others through all kinds of play;
- to respect, honour and celebrate the uniqueness of each individual child, supporting their understanding of their own identity within a multicultural community;
- provide an environment that will accept and support diverse cultures and family groupings;
- work in cooperation with parents who have the primary responsibility for the upbringing, protection and development of the child, by providing planned activities that involve parents and other members of the community and reflect the multicultural and multilingual nature of the community. We value Australia's Aboriginal and Torres Strait Islander cultures as a core part of the nation's history, present and future. We seek to embed Aboriginal and Torres Strait Islander perspectives in our day to day practice with children and families through our commitment to reconciliation;
- continue to have strong collaborative relationships with TSAC to ensure that children are supported across the entire day;
- for school age children focus on encouraging the development of peer groups and relationships with others, by providing responsibilities and challenges and moving towards the world which is shared with them and places and spaces to make their own;
- focus on the importance of middle childhood in children by developing their social, physical, cognitive and emotional skills through play based activities, nature and elements and allow the children to develop the abilities to be gatherers, markers and world creators;

- for pre-school age children (EY) the programmes will be based on leisure and play experiences, and will focus on the early years and enhance the learning in communication and language (including early literacy and numeracy) and social and emotional development;
- and allowing children to construct their own understanding of learning and their ability to contribute to the learning of others;
- educators will strive to encourage children to take active role in caring for the environment, to show respect and to contribute to environmentally sustainable practices.

EDUCATORS ABCC

ABCC Educators contribute to the ABCC vision and goals by providing efficient and effective delivery of support and assistance to the service Nominated Supervisor in the daily running of the program. At ABCC we value our Educators and encourage ongoing training through Professional Development sessions, specific training, sharing ideas and knowledge through regular Educators meetings.

Educators are encouraged to interact with parents on general matters. Matters of discipline or of a personal nature should be discussed with the Nominated Supervisor in person or on 07 3818 5780.

Educator's photos and qualifications can be found on the notice board. Please feel free to talk to any Educators at any time.

EDUCATIONAL LEADER ABCC

The approved provider of The Springfield Anglican College ABCC & TSAC EY ABCC will designate in writing a suitably qualified and experienced educator, co-ordinator or other individual to lead the development of the educational programs in the service.

Reporting to the Head of Primary the Educational Leader ABCC contributes to the corporate vision and company goals by providing coordination and leadership in the delivery of quality programming, care and pastoral care support to the organisation's ABCC programs.

RESPONSIBLE PERSON IN CHARGE OF ABCC

A person left in charge of ABCC must hold suitable qualification, and work under the Responsible Person in Charge guidelines under the Education and Care Services National Law Act 2010 and Regulations 2011.

NOMINATED SUPERVISOR ABCC

Reporting to the Head of Primary TSAC, the Nominated Supervisor contributes to the ABCC vision and goals by providing efficient and effective operation of the daily running of the program through development, delivery and management of high quality care recreation programming.

APPROVED PROVIDER

FSAC Ltd (PR -10001192) is the Approved Provider under the National Quality Framework

APPROVED SERVICE

TSAC Early Years ABCC has Service Approval SE -40000551 to operate an Outside School Hours Care service under the National Quality Framework.

The Springfield Anglican College ABCC has Service Approval SE -00001585 to operate an Outside School Hours Care service under the National Quality Framework.

CONFIDENTIALITY

ABCC respects the privacy of all individuals and seeks only the information it needs to provide a quality service and protect the children in its care. All information gathered will be handled with confidentiality and sensitivity and in keeping with legal requirements. The Springfield Anglican College ABCC & TSAC Early Years ABCC complies with the FSAC Ltd Policies and Procedures, and all documents kept at ABCC will be kept in a secure location. Information relating to any family using ABCC will not be released except with the prior consent of the individual and Educators will not divulge information unless it pertains to College business.

COMMUNICATION BY FAMILIES WITH ABCC

If at any time families wish to speak with the Nominated Supervisor it is appropriate to make an appointment as discussions can sometimes be lengthy, involved and require privacy. It is difficult to deal with important issues while needing to supervise children, as the safety of children is paramount.

We ask that parents do not approach and speak to children other than their own. It is best to approach an ABCC educator who will relay messages to the child or parents.

All requests from families for changes to anything that will affect their child's care at ABCC such as bookings, absences, routines, medical plans must be made in writing. This is to ensure that all amendments are carried out in a timely manner.

Any messages for teachers, reception etc. must be communicated via your child's diary or communication book as ABCC takes no responsibility for these messages.

It is not appropriate to upbraid the Nominated Supervisor, educator, staff member or child at any time. Any parent found to be using an inappropriate tone of voice, yelling or bad language at or near ABCC will be requested to leave the College grounds. This will also be reported to the Head of Primary and the College Principal.

ABCC Program

EDUCATOR / CHILD RATIO

TSAC ABCC	Educator / Child Ratio
ABCC / Vacation Care	A maximum of 1: 15
Excursions	Dependant on Risk Assessment
Swimming	Dependant on Risk Assessment
TSAC EY ABCC	Educator / Child Ratio
ABCC / Vacation Care	A maximum of 1: 11
Excursions within the college grounds	Dependant on Risk Assessment
Swimming	No Applicable

All Educator/child ratios will result from the identified risk in a risk assessment carried out and approved by Management for the excursion/activity.

Kindy, Prep, Year 1 and Year 2 children at ABCC will not participate in excursions from the College.

All children attending ABCC will be encouraged to offer ideas to assist in the planning of all our programs. Families can contribute ideas for the term and vacation care programs, see the Nominated Supervisor or complete a 'How Can ABCC Assist You' form.

AGE GROUPING

TSAC EY ABCC – children attending will be mainly Kindy and Prep children but may occasionally include Year 1 students. During term and vacation care ABCC children are grouped according to interest and activity. These will have been identified by the children as activities of interest. Educators will also offer suggestions that have been identified from their activity evaluations and as further development opportunities for the activity.

TSAC ABCC - During term and vacation care ABCC children are grouped according to interest and activity. These will have been identified by the children as activities of interest. Educators will also offer suggestions that have been identified from their activity evaluations and as further development opportunities for the activity.

PROGRAMS AND EVALUATIONS

The program will be displayed for the information of everyone and parents may ask for and receive a copy.

The National Quality Framework “MY TIME, OUR PLACE” for OSHC underpins the programs developed in ABCC. Educators will use these frameworks as a basis for the programs. These will focus on life skills and recreational activities with fun as the catalyst.

The program will provide opportunities for children to choose activities either as individuals or in small groups to pursue experiences that are of their own choice. They will reflect a variety of activities that allow children to participate in creative and imaginative play, including elements of music, dance, drama, art and craft as well as choosing to have time to think and create. Activities will be appropriate to the age, skills and interests of the children in attendance and will stimulate emotional, intellectual, lingual, physical, recreational and social potential.

The National ‘My Time Our Place’ for OSHC conveys the highest expectation for all children’s learning, it communicates these expectations through the following five Learning Outcomes:

- Children have a strong sense of identity
- Children are connected with and contribute to their world
- Children have a strong sense of wellbeing
- Children are confident and involved learners
- Children are effective communicators.

The Educational Leader will assist ABCC Educators in the development of programs and to ensure that the Educators and children are evaluating the programs and taking observations of the activities. It is all essential that this occurs to allow for future development of the program and to offer valuable experiences for all children.

Parents also provide valuable experiences that can be included into the program through survey and evaluation forms and discussions with Educators.

Vacation care programs require input from Educators and ideas from children and parents for activities as well as excursions will assist in developing a holiday program that is fun and enjoyed by all involved.

Evaluation of the programs will be via input from Educators, families but most importantly from children. Educators will use a variety of methods to collect evaluations including but not limited to evaluation forms, photos, interactions with parents and children.

The evaluations will be used to inform future planning of the program.

HOMEWORK

TSAC ABCC offers a homework time for children. Educators will be available for supervision and students will be able to access iPads or their laptops should the teacher request. Children attending will be expected to be actively engaged in homework tasks. Students found misbehaving will be removed from the homework group and parents notified of their behaviour. Continued misbehaviour and disrupting of other children will result in children being unable to join the homework group. Parents, however remain responsible for ensuring their child’s participation and completion of homework tasks. Educators will keep a record of children undertaking homework each day.

If you want your child to participate in homework group, please speak to the Nominated Supervisor for inclusion.

CLUBS AND ACTIVITIES

The College provides many clubs and activities before and after school. Should your child be involved, please notify ABCC so we know where your child is, especially in the afternoons, when your child does not arrive to ABCC at 3:00 pm. If your child has made a commitment for a period (i.e. a sporting team during a term) and you are able to collect them directly after this activity, please advise ABCC. Failure to advise will see an absence charged.

Cancellation of College Extra-Curricular Activities and with less than three hours' notice children needing to access ABCC:

Children attending ABCC from cancelled activities will be accepted into ABCC when possible –this means that our educator: child ratio is in accordance with Education and Care Services National Regulations. When numbers requiring care exceed our educator: child ratio then children will be sent (Year 3 and above) or escorted (Prep to Year 2) to College Reception where they will remain under the care of college staff until ABCC is able to provide care.

Children will then be collected (Prep to Year 2) or sent (Year 3 and above) to ABCC and signed into ABCC.

Parents will be notified that this has occurred either via phone or email as soon as is practicable. This may be the following day.

Cancellation of College Extra-Curricular Activities with prior notice:

Children needing care at ABCC will be need to be booked into ABCC and will come under the same booking procedure as all children needing a casual booking into ABCC. Failure to pre-book may see the addition of a non-booking fee to your account.

VACATION CARE

Our Vacation care program includes incursions such as theatre, puppets, wildlife animals, farm animals, special craft activities and community workers. Some TSAC EY ABCC incursions will be in conjunction with the TSAC ABCC and these incursions will be considered excursions as the children will be leaving the confines of The Tiny Tartan Kindergarten to attend. These excursions will require the appropriate paperwork to be completed by parents. An approved risk assessment will also be required and will be available for families should they wish to inspect.

TSAC ABCC children in Year 3 & Above only will participate in excursions leaving the College. These excursions will comply with Regulations in the Education & Care Services National Law Act 2010.

Children will be given a variety of activities during vacation care. Many of these will be the children's own choices. We endeavour to give the children a variety of craft, games and activities but the focus is on having fun.

Students in Year 7 and above can attend and participate in the program.

Pupil Free Days (for The Springfield Anglican College students only) - these usually occur on the Monday before Terms 2, 3 and 4 commence, unless the Monday is a designated Queensland Public Holiday. College holiday dates can be located on the College Website.

ABCC does not operate over the Christmas and New Year period when the whole of the College is closed for the break. Families will be notified of dates for this period after the Board's decision later in the year.

Please be aware that some of our vacation care dates are extra to those in Education Queensland schools along with some differences in Pupil Free Days. TSAC ABCC & TSAC EY ABCC has the Brisbane Public Holiday for the Exhibition.

ABCC does not operate on public holidays.

EXCURSIONS / INCURSIONS

Kindy to Year 2 children will take part in activities brought into the College and have special days planned.

Cost of activities for both TSAC & TSAC EY is additional to session fees and will be charged to your account. All incursions are compulsory as non-attending children place our Educator/child ratios at risk and will see fees raised to cover increased costs. All activities are paid by ABCC prior to the event.

Children in the Early Years unit will from time to time leave the unit to engage in activities outside of the Early Year unit.

Permission form for these excursions is included on the Enrolment Form.

Due to Government Legislation excursions for children attending Kindy unit:

- Children attending the Kindy unit participating any activity that leaves the Kindy unit must have permission form signed by parent/guardians.
- Included in the ABCC Enrolment form is a section for permission to leave the unit for programmed activities during term and vacation care. These include but are not limited to the oval, prep and lower playgrounds, undercover area and courtyard, tennis courts, dance /music rooms, primary ABCC rooms and outside area, and library. Permission of specific vacation care activities will have permission section on the vacation care booking form.
- All excursions outside the usual premises will be fully explained detailing dates, destination and method of transport, departure and return times and activities to be undertaken. Educators/child ratios will be maintained always. A risk assessment will be available in the ABCC office.

A First Aid Kit, Student Roll, Emergency contact numbers, for all students and a Mobile Phone will be taken on every excursion (for those leaving the Kindy area this will apply). Educators attending excursions will hold a current First Aid certificate and a current Asthma & Anaphylaxis Management certificate.

Excursions leaving the College grounds are for Year 3 and above and will follow the Excursion Policy. These excursions are compulsory and therefore will attract CCS to the eligible families.

TRANSPORT

Whenever possible the College buses will be used for transport to and from excursions destinations.

ELECTRONIC EQUIPMENT

Students are only allowed to bring their iPads or laptops for homework purposes, and use them during the ABCC Homework Club. If your child wishes to bring a DVD/game to share during the vacation care, please check with the ABCC Nominated Supervisor prior, as we need to ensure you know that your child is bringing a DVD/game to college and that the game is suitable "G" rated. All other electronic equipment is not permitted at ABCC.

TOYS AND GAMES FROM HOME

Our service is well supplied with toys and games and for this reason we discourage the bringing of toys from home. There is also the possibility that the child's special toy will be broken or lost. Any articles from home will be placed back in the child's bag or held in the Nominated Supervisor 's office until the end of the day or week.

MOBILE PHONES

Mobile phones are not to be used during ABCC. If students need to contact parents, then they may use the ABCC phone and parents may contact children during the day by phoning the ABCC office. ABCC does not take responsibility for lost, broken or stolen phones. Students are encouraged to sign their phone into the ABCC office upon arrival.

PARENT PARTICIPATION

Parents are welcome at ABCC and are encouraged to participate;

- Providing activities, ideas for daily and vacation care and feedback via written evaluations or by speaking with the Educators.
- By donating items - paper, craft-items, fruit/other food items during term or Vacation Care (see Nominated Supervisor).
- Coming on excursions during vacation care
- Visiting ABCC and sharing with the children about your culture, life interests, occupation, or by making interesting food treats or showing childhood games.

PARENT INFORMATION

Information about our service - programs, vacation care, fees, Educators and much more can be found on Nexus, the College communication platform (nexus.tsac.qld.edu.au) or on the Notice Board in the ABCC rooms, through articles in Threads, the ABCC newsletter or by ringing the Nominated Supervisor to make an appointment to discuss issues concerning ABCC.

ABCC Nexus Page can be found at www.nexus.tsac.qld.edu.au/homepage/357

Enrolment

Enrolments into the Springfield Anglican College (TSAC) ABCC and early years ABCC are for students attending the college.

An enrolment form must be completed for each child attending ABCC. Details of this form should be kept current and updated as necessary. ABCC has a 'change of details' form available from the office. This form needs to be completed at any time during the year should any information regarding your child's enrolment details change.

The enrolment form is an important document that needs to be completed in full, please take the time to complete with all information requested. It is essential that you sign in all places of the enrolment form that require a parent/guardian signature. All incomplete forms will be returned, and attendance may be delayed until the form is completed in full.

Records will be kept stating the child's name, time of arrival, time of departure and the initials and signature of person with whom the child is arriving or departing. **Parents are requested to advise ABCC office of any changes in family information as our computers are independent of the College.** All records will be kept secure to ensure confidentiality in line with the current privacy act.

Children in Kindy and Prep will be enrolled in TSAC Early Years ABCC.

BOOKINGS

TSAC service approval is for a maximum of 150 children. Conditions of the service approval are: only children over preschool age including school children may attend.

TSAC Early Years ABCC service approval is for a maximum of 66 children.

Bookings are essential to ensure we have the legislated number of educators available to safely supervise the children attending and to also adhere to the conditions of our service licence. Bookings enable us to ensure that your child is accounted for.

The service offers two types of bookings – permanent or casual. Bookings should be confirmed at the beginning of each year when completing an enrolment form or change of details form, and at the commencement of each term when changes to circumstances may affect bookings. Bookings will continue, from term to term, unless ABCC is officially notified. Failure to notify will see fees charged to your account until the booking is amended.

All bookings must be communicated to the ABCC administration staff. Educators are not responsible for taking or processing bookings.

Please note: the ABCC email is not manned over the weekend. Any booking requests sent via email outside of office hours, will not be confirmed until the ABCC office reopens (Monday to Friday, 8:30am – 5:00pm).

PERMANENT BOOKINGS

Permanent bookings are suited to families who require regular attendance throughout a term or for the year. These bookings should be made upon enrolment, or at the beginning of a term. To make a permanent booking, families are required to complete the **permanent booking form** and return to the ABCC office via email or in person. Permanent bookings are in place until the end of the school year. Alternatively, families can nominate for the permanent booking to end on a specified date. If you require a permanent booking to start after term time has already begun, the permanent booking form needs to be completed and returned to the ABCC administration **one week before the booking is required.** This allows us time to process the booking and ensure we have the legislated number of educators available to safely supervise the children attending. If the Permanent Booking Form is received outside of this time frame, we may not be able to secure a spot for your child and there may be a delay in your child starting regular attendance.

CASUAL BOOKINGS

Casual bookings are suited to families whose need for care changes on a regular basis. Casual bookings can be made by completing the Casual Booking Slip found in the ABCC office; online via the TSAC website; via email or by phone (3818 5780 & 0410 653 430). The policy for making casual bookings applies as follows:

Before School Care

- Casual bookings required for before school care, must be made BEFORE 5PM THE DAY BEFORE care is required. Any bookings made after this time will be subject to a non-booked fee.
- Casual bookings that are required for a Monday morning, must be made NO LATER THAN 5PM THE FRIDAY BEFORE. Any bookings made after this time will be subject to a non-booked fee.
- We understand that certain situations do arise where a need for emergency care is required for a Monday morning. If you require a Monday morning booking due to such, and it is after the 5pm Friday before deadline; we will take this into consideration. Please note that if you send a booking request over the weekend via email or phone, your request will not be confirmed nor booked as it is outside of office hours.
- **PLEASE NOTE:** Our service adheres to strict legislated Educator to Child Ratios. This legislation dictates our ability to take extra children who arrive at our service without being booked in. If you arrive at the service without a prior booking, Educators may be unable to care for your child as the Educator to Child Ratio may not allow for extra children. To avoid this situation occurring, it is necessary for bookings to be made before the specified deadlines so that we can arrange for the appropriate amount of staff to be allocated.

After School Care

- Casual bookings required for after school care, must be made BEFORE 12PM THE DAY care is required. Any bookings made after this time will be subject to a non-booked fee.
- We understand that unavoidable and emergency situations do occur. If you require an after school booking due to such, and it is after the 12pm deadline; we will take this into consideration when processing the booking.
- **PLEASE NOTE:** Our service adheres to strict legislated Educator to Child Ratios. This legislation dictates our ability to take extra children who arrive at our service without being booked in. If your child arrives at the service without a prior booking, Educators may be unable to care for your child as the Educator to Child Ratio may not allow for extra children. To avoid this situation occurring, it is necessary for bookings to be made before the specified deadlines so that we can arrange for the appropriate amount of staff to be allocated. In the event our Educator to Child Ratio does not allow us to care for your child, children may be placed in Reception until they can safely be brought to ABCC.

VACATION CARE BOOKINGS

Vacation care bookings must be made on the booking form. This ensures a place for your child at ABCC.

We understand circumstances may change due to unforeseen circumstances and you may require care after Vacation Care has commenced. This at times puts a strain on our ability to safely staff ABCC and care for your child. Every effort will be made to accommodate your child, but Educator Ratios may at times restrict numbers and late bookings.

Bookings need to be received by the Booking Date for each week as stated on the booking form. Statements are sent out each week for the previous weeks sessions and are expected to be paid in a timely manner.

Late bookings will attract the casual rate fee for the duration of the vacation care bookings. ABSENCES

Changes to bookings for Vacation Care will not be accepted after the commencement of Vacation care.

Except in the following circumstances:

- Medical condition (if more than one day a medical certificate is required)
- Unavoidable emergency situation (e.g. Family matters)

Families must notify ABCC of their child's absence or nonattendance to ABCC via either phone (leave a message if the phone is unattended), or email on ABCC@tsac.qld.edu.au . Please state the reason for nonattendance i.e. sickness. ABCC does not have direct access to the College absence line.

To ensure that our Educators do not spend valuable time looking for your child please keep ABCC informed of your circumstances.

Continual failure to communicate with ABCC of your child's nonattendance may see the cancellation of the booking.

CANCELLATIONS OF PERMANENT BOOKING

Before and After School Care

- Cancellations to permanent bookings for before and/or after school care need to be completed using the Permanent Booking/Cancellation Form. Once completed, this form needs to be returned to the ABCC administration, 7 days prior to the cancellation.
- If a permanent cancellation is received with less than 7 days' notice, the nonattendance will be considered an absence and a fee charged accordingly. To result in no fee being charged, the booking must be replaced.

CASUAL CANCELLATIONS

Before and After School Care

- Casual cancellations to bookings for before and/or after school care need to be completed using the Casual Bookings/Cancellations Slip (found in the ABCC office). Alternatively, cancellations can be made via email or through the cancellation form found on the TSAC website.
- Casual cancellations of bookings that are received with 7 days' notice or more, will be automatically cancelled, with no replacement required.
- Any cancellations received with less than 7 days' notice but more than 48 hours prior notice, will be placed on the waiting list to be replaced. If the booking is replaced, it will be cancelled with no fee charged.
- Cancellations that are received with less than 48 hours' notice, will be considered an absence and a fee charged accordingly.
- We understand that unavoidable and emergency situations do occur. In the event that families require cancellation of a booking due to such, we will take this into consideration.
- There are some circumstances whereby the ABCC Administration will waive the terms of the Cancellation Policy and automatically cancel a booking. These circumstances include: illness, medical appointment, emergency situations i.e. family matters. Other circumstances are up to the discretion of the ABCC administration.

ATTENDANCE

Morning attendance:

A digital Kiosk is to be used when signing your child in upon arrival. Children from Year 3 and above may be sent from Kiss and Drive in the morning. These children will report to an Educator and then signed into ABCC by an Educator.

Services are required to keep records of attendance under the relevant Regulations, as per the Child Care Service Handbook 2017-2018 (p42-45), Services must ensure that records of attendance, including absences, meet all the requirements of applicable state or territory laws.

In the mornings children in TSAC EY will be escorted to class by ABCC Educators after they have been signed out by the Educator. TSAC children will sign themselves out of ABCC under the supervision of an Educator. Children in Prep, Year 1 and 2 will be escorted to their classrooms.

Afternoon attendance:

Year 1 to 3 children will be collected from the under-cover area by ABCC Educators who will have a roll. Year 4 to 6 children have the responsibility of walking themselves to the undercover area and ensuring they see an ABCC Educator who has a roll and is able to sign them in.

Prep children will be collected from their classroom by ABCC Educator who will have a roll and sign them in. They will be escorted by ABCC Educator from Prep classroom to the Kindergarten building.

Children in Kindergarten will be collected from their teacher and moved to ABCC area within the Kindergarten unit and signed in by the ABCC Educator.

Senior Campus students will arrive by inter-campus TSAC bus and will be signed in by an Educator.

If children are attending a College activity prior to ABCC please notify the Nominated Supervisor of where your child will be and the anticipated time of arrival at ABCC.

Parents/guardian or person authorised by the parent/guardian must sign their child out of ABCC using the digital Kiosk before the child leaves the service.

Full fees will be charged for any attendance not signed by the parent.

If you are unable to collect your child, you will need to ring or email ABCC or notify us in writing. The person collecting should be an authorised person on your child's enrolment form. If the person is not on your list of authorised persons please notify ABCC with the person's name, relationship to the child and a contact phone number. Photo identification will be required. If the person collecting your child is not on your authorised person list or you have failed to contact ABCC then we are unable to release your child and will be phoning you for authorisation. If we cannot gain your authorisation, then we will be unable to release your child.

If your child is absent from ABCC on a booked day that you failed to cancel with the required cancellation criteria you will be required to sign that day in the Kiosk as an absence and an absence fee will be charged to your account.

Allowable Absences (for those eligible for CCS% only) — each child is eligible for up to 42 allowable absences in a financial year and CCS will be paid for those 42 allowable absences. ABCC will be charging you an allowable absence if you fail to cancel a booking made for your child. Continual failure to cancel will mean exclusion from ABCC for the child.

Fees

Daily Fees - Term Time

TSAC EY ABCC

Morning Care	7:45 am - 8:30 am	\$9.20
	6:45 am - 8:30 am	\$14.30
Afternoon Care	3:00 pm - 4:00 pm	\$10.40
	3:00 pm - 6:30 pm	\$22.20

TSAC ABCC

Morning Care	7:45 am - 8:30 am	\$9.20
	6:45 am - 8:30 am	\$14.30
Afternoon Care	2:45 pm - 4:00 pm	\$10.40
	2:45 pm - 6:30 pm	\$22.20

Students who arrive after sport, music etc. (usually 4:15pm-4:30pm), and stay up to one (1) hour will be charged for a short afternoon. Students staying longer than one (1) hour will be charged the full afternoon fee.

If the digital roll is not signed when children are arriving or departing, parents will be charged the maximum fee for the session.

Please Note: Child Care Subsidy (CCS) is available to most families attending TSAC ABCC and TSAC EY ABCC depending on the eligibility. If you do not have a Customer Reference Number for yourself or your child then you should register with Department of Human Services, website: humanservices.gov.au, go to MyGov, or call 13 61 50. Upon receipt of your CRN's you will need to advise ABCC of these numbers and your benefit can be deducted from your fees.

Families enrolled in The Tiny Tartan Kindergarten may also be eligible for Registered Care for their Kindy program fees (8:30am to 3:00pm). Please ring the College Finance Department or see the above website for information.

VACATION CARE FEES

Fees - Vacation Care

TSAC and TSAC EY ABCC

Daily (booked and prepaid by due date)	\$60.00
Weekly (per week, booked and prepaid by due date)	\$275.80
Casual (received after last date for booking)	\$65.45
Half Day Fee (booked & prepaid by due date)	\$30.00

Excursions/activities are extra and **payable before the event.**

Please make bookings for vacation care by the Booking Date (see booking form). Vacation Care places cannot be assured after this date and only if a vacancy is available. Late bookings will be charged at the casual fee for the duration of the vacation care bookings. A Half Day fee is available for a pre-booked session which operates from 6:45 am – 12:30 pm or 12:30 pm – 6:00 pm. Children who have been booked in for a morning Half Day session must be collected by 12.30 pm. Those booked in for an afternoon Half Day session cannot be accepted at ABCC prior to 12.30 pm.

ADMINISTRATION FEES

TSAC and TSAC EY ABCC	
Late Payment Fee (after due date for payment)	\$25.00
Late Pick Up Fee	\$20.00 per 30 mins / per child
Vacation Care Absence Fee	\$60.00
Activities and Excursion Fees (families will be charged the activity / excursion fee for days cancelled)	As advised
Non-Booking Fee (Failure to notify of booking with 48 hours' notice)	\$7.50

ABSENCE FEES

Absence fees will be charged for failing to cancel a booked session – see Cancellation Policy for more details.

ABSENCE FEES	
Term Time	Long session fee (\$22.20 PM / \$14.30 AM) as an absence
Vacation Absence	Daily rate vacation care fee (\$60.00) as an absence

Fees for incursions/excursions: arrangements for vacation care are made in advance of the holiday period and cancellation of days causes a disruption to planning already in place. Charges for activities will be charged to accounts and will only be waived if a replacement is on the waiting list for the activity.

LATE FEES

Children must be collected before 6:30 pm during term and 6:00 pm vacation care. Families failing to do this will incur a late fee.

The late fee of \$20.00 per child for up to half an hour and \$40.00 per child for up to one hour after closing time will be charged on top of usual fees and no CCS applies to this amount.

ACCOUNTS

Upon enrolment a quote will be issued for all families holding permanent bookings if requested. This will allow you to set up regular payment plans. Payment for any casual booking will need to be addressed separately as the quote does not include casual bookings. This includes all vacation care bookings which are due as per the payment due date on the vacation care booking form. Families can make additional term time payments to ensure all vacation care fees are covered by end of term. ABCC accounts can operate in credit. A regular payment plan will ensure an overdue balance does not occur.

Accounts will be issued weekly and must be paid within 7 days. ABCC prefers to email statements to a nominated email address. Should you be unable to receive your statements via email then statements will be forwarded home via post or the student's classroom. Non-payment of fees after a two-week period will result in a reminder notice to parents. A phone call will follow to families if fees are not paid within one week of this reminder. Care may be withdrawn until fees are paid.

A separate vacation care statement is issued upon processing of your vacation care booking form. The statement will also include an opening balance for term attendances up to the date the booking was made. A reminder: term fees will continue to be added to your account and will require payment by end of the term. Each statement will include the vacation care due dates for each week's payment. A reminder that the administration fee will be charged should a due payment not received by the advised date.

On your account CCS will appear in bold and underlined as an estimate only and the correct amount will only be allocated when Centrelink advises ABCC via Department of Education in the following week. ABCC is unable to change any CCS% that has been allocated by FAO.

Please check your statement and advise ABCC of any discrepancy.

PAYMENT OF FEES

ABCC fees may be paid by:

Electronic Funds Transfer— this is transferring funds from your bank account to ABCC bank account. ABCC banking information: Westpac Bank, A/c Name: The Springfield Anglican College BSB No. 034 108 Account No. 165 494. Please add your ABCC Account Name or Child's name as per your Statement so that your payment can be identified. Please do not make over the counter deposits at Westpac.

Credit card, EFTPOS these payments can be made at Reception during office hours. Credit card request slips can also be completed at ABCC please ensure you sign when completing, which will be forwarded to Reception for processing as soon as possible. Please do not make cash or cheque payments at Reception.

Please check statement for receipt of funds and advise, as soon as possible, if a payment has not been allocated.

CHILD CARE SUBSIDY (CCS)

Customer Reference Numbers (CRN) are now required for all families and children requiring the CCS to be reimbursed via account or end of year tax system. Date of birth is also required for each child and parent or guardian claiming the CCS rebate. All new families wanting to receive the CCS will need to advise Department of Human Services (DHS) phone number

13 61 50 or via MyGov. Any issues regarding CCS are now the responsibility of the family as privacy rules do not allow ABCC to contact DHS on your behalf.

Prep children – families must notify the FAO that their child is attending school and is now classed as a school child for CCS. Failure to do so may result in your needing to refund a percentage of payments to the FAO.

Nutrition

TERM TIME

Afternoon Tea:

Families are asked to supply their children with nutritious snacks for afternoon tea. These can be kept in your child's lunch box as your child will have many opportunities to access their lunch boxes during After School Care.

Breakfast

TSAC ABCC and TSAC Early Years ABCC – Breakfast will be offered between 6:45am and 7:30am each morning for a small fee. A variety of cereals, toast, fruit and a glass of water or milk will be available daily.

Alternatively, you can supply a suitable nutritious breakfast for your child and Educators will supervise while your child eats here. TSAC ABCC would discourage families from supplying non-nutritious food.

VACATION CARE

Morning tea, lunch & afternoon tea

Children are required to bring own morning tea, lunch and afternoon tea during vacation care.

Food preparation

All food preparation will be conducted in a clean and hygienic manner with Educators wearing gloves while preparing food. Gloves or tongs will be used by Educators to serve food to students. Children will wash their hands thoroughly with soap and water before handling, preparing or eating food.

Cooking

Cooking is one of a variety of activities provided as part of our program. All Educators and children involved in food preparation will wash their hands with soap and water prior to activity. Children will be closely supervised while cooking is in progress.

Student Protection Officers

The Tiny Tartan Kindergarten and Primary Campus (including ABCC)



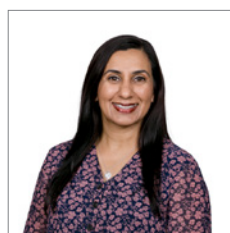
Mrs. Tania Brewer

Position: Head of Primary
Phone: 07 3818 5777
Email: tbrewer@tsac.qld.edu.au



Mrs. Kathy Williams

Position: Head of Teaching and Learning and Student Care
Phone: 07 3818 5777
Email: kwilliams@tsac.qld.edu.au



Ms. Kishwar Salam

Position: College Psychologist
Phone: 07 3814 8100
Email: ksalam@tsac.qld.edu.au

Safety

ARRANGEMENT FOR THE DELIVERY AND COLLECTION OF CHILDREN

TSAC ABCC and TSAC EY ABCC responsibility for the child begins when she/he is signed in to the Kiosk attendance register (roll) and ends when the child is signed out of the Kiosk attendance register (roll) in keeping with the Policies and Procedures set out below. For the safety and protection of children and in keeping with Duty of Care considerations, TSAC ABCC and TSAC EY ABCC have procedures regarding the arrival and departure of children and particularly the persons who may collect children from the service.

- All individual children will be signed in to TSAC ABCC and TSAC EY ABCC for before school care during term time and vacation care and out of TSAC ABCC and TSAC EY ABCC and for after school care during term time and vacation care by the parent/guardian or other adult person the parent/guardian has nominated on the enrolment form, or subsequently in writing as being authorised to do so
- As from when the child has been duly signed in by the authorised person, the service takes responsibility for the child until the authorised person collecting duly signs out the child
- At the conclusion of before school care and the commencement of after school care Educators at TSAC ABCC and TSAC EY ABCC will sign children in to the Kiosk
- If a parent or guardian of the child has advised the TSAC Nominated Supervisor that their child will be arriving accompanied only by an older school-aged child, the Nominated Supervisor must ensure that a school-aged child accompanies the child to the service. The Nominated Supervisor or delegate will sign the child into the service
- Educators will acknowledge all children and their parent/guardian arriving at the service
- Educators will ensure that the person collecting the child is an authorised person
- A child may only leave the service if they are:
 - Given into the care of a parent/guardian
 - An authorised nominee named in the child's enrolment record
 - An adult authorised by a parent or authorised nominee named in the child's enrolment record to collect the child from the premises
 - Leaving the premises in accordance with written authorisation of the child's parent or authorised nominee named in the child's enrolment
 - Taken on an excursion
 - Given into the care of a person or taken outside the premises because the child requires medical, hospital or ambulance care or treatment or because of another emergency
- The adult signing a child into the service must enter the mobile number, PIN, and then selects to sign in the child
- The adult signing a child out of the service must enter the mobile number, PIN, and then selects to sign out the child
- If an Educator on behalf of a parent/guardian on either arrival or departure of the child signs on behalf of the parent/guardian, the Educator must sign the child in
- Families of children whose name appears on the roll for any session and who have not attended will be contacted by the Nominated Supervisor or a representative to ascertain the whereabouts of that child as soon as is practical in the morning after children have been taken to class and in the afternoon by 3:30pm. Vacation care contact will be made by 10:00am
- Continual failure to notify ABCC of a child's absence may see the booking cancelled. The Nominated Supervisor or a representative will ring the family to ascertain the reason for the continual absences and put in place a notification procedure. If this procedure is breached the bookings will be cancelled and attendances at ABCC restructured to authorised booked attendances only.

Late arrivals or departures:

- If children who are expected at the service have not arrived by the commencement of a session the parent/guardian will be phoned by the Nominated Supervisor to ascertain the reason for non-attendance
- If a parent/guardian is expected to be late for collection by end of care, they must contact the ABCC Office on 3818 5780 or Main ABCC 0437 617 794 or Early Years 0438 071 194. If collection is after closing time for The Springfield Anglican College ABCC then an extra charge will apply.

All children will be signed in and out by the parent/guardian or other person nominated by the parent/guardian on the enrolment form or subsequently in writing as being authorised. Photo identification will be required. An email to the service or a phone message giving authorisation can be left by phoning ABCC 3818 5780 or Main ABCC 0437 617 794 or Early Years 0438 071 194.

Children attending Private Tuition Classes, sports clinics or other activities provided by the College shall be signed in or out by an Educator. The Educator shall notify the Nominated Supervisor should the child not return in a reasonable time. The Nominated Supervisor will then contact the Private Tuition teacher and /or parents.

No child will be permitted to travel home on their own, unless written approval is received. Verbal approval will be allowed in the case of an emergency. These records will be kept.

If parents are unable to pick up their children by 6:30pm, ABCC Educators may be contacted on 3818 5780 or Main ABCC 0437 617 794 or Early Years 0438 071 194 to advise of alternative arrangements for the care of their child.

In the event of a child failing to be collected by closing time, the parent will be contacted and then if necessary the emergency contact person will be notified to arrange collection of the child. Any expense incurred in sending the child home by taxi, will be covered by the parent. In the event of Educators not being able to speak to either parent or emergency contact, the child will remain under the care of ABCC Educators and a late fee will apply. If after one hour the parents or emergency contact cannot be contacted ABCC will contact the Principal and the local Police to arrange appropriate care for your child.

ABCC can only care for your child for a limited time so please ensure you have alternative arrangements for the care of your child and ensure that your emergency contact information is kept current at all times.

IMPORTANT

If your child presents with symptoms of an illness prior to attending ABCC, please keep your child at home. You will be contacted to collect your child if they present with symptoms of an illness. The health of your child is important to ABCC as is the health of staff and other children.

CUSTODY ARRANGEMENTS

If there is a legal agreement outlining custody or restraining arrangements, please indicate this on your child's enrolment form and provide the service with a copy for our records. If legal circumstances change, please notify the Nominated Supervisor immediately.

EVACUATION AND LOCKDOWN PROCEDURES

ABCC regularly conducts fire drills and the evacuation policy is displayed in the ABCC Office as well as each classroom used. All students will move quickly and orderly to the oval until the area is declared safe. ABCC will practice its evacuation process during the year.

In the event of an external physical threat to Educators or students Lockdown Procedure (displayed in ABCC office) will take place. Educators will ensure that all students will remain indoors in a room where all doors will be locked and made secure. If students are outside they will quickly move to the nearest delegated area and the area will be made secure.

ILLNESS, INJURY, INCIDENT AND TRAUMA

Each group of children at TSAC & TSAC EY ABCC during term and vacation has an Educator with a current First Aid Certificate, who can administer first aid in the case of an injury or accident. All Educators will wear disposable gloves when administering First Aid, or in any situation where there is body fluid present.

Each service has an approved First Aid Kit and manual, which are kept in a secure place, accessible to Educators only.

In the event of a serious injury, a local practitioner/ambulance will be contacted immediately and then the parent or, if necessary, the emergency contact person will be notified. In case of accidents, where documents relating to medical treatment are required to be signed and parent or emergency contact cannot be contacted, the Nominated Supervisor ABCC will be authorised to sign for the parent.

Parents are responsible for meeting all medical costs associated with the treatment of their child. Parent/carer can seek a refund under the College Student Accident Insurance Policy. Details can be found on the College Website.

In the event of a minor injury, the parent will be advised of the injury and of the treatment given upon collection of their child. An ABCC Incident Form will be completed for all serious accidents/incidents. Parents will be requested to sign the records and may receive a copy on request.

The Nominated Supervisor must ensure that a parent of a child being cared for at TSAC ABCC & TSAC EY ABCC is notified as soon as practicable, but not later than 24 hours after the occurrence, if the child is involved in any incident, injury, trauma or illness while the child is being educated and cared for by the service.

If your child requires medical intervention for any accident occurring at ABCC, please inform ABCC as soon as possible. Government Legislation requires that ABCC submit a form to the Office Early Childhood, Education and Care if a child is involved in an accident requiring medical care by either a doctor or hospital.

MEDICATION

Medication for students may be administered only if it is prescribed by a doctor for that student and medical practitioner or pharmacist instructions are supplied. Parents must sign the 'Permission to Administer Medication Form' for it to be administered by ABCC Educators. All medication will be kept by Educators in a safe place.

ABCC Educators are not permitted to administer Panadol or other un-prescribed medication, including cough mixtures without written instruction from a medical practitioner.

All medication will be available at ABCC prior to the child attending ABCC. It is the responsibility of the parents to ensure that medication is provided to ABCC prior to their child's arrival at ABCC.

All medication and permission forms must be handed into the TSAC ABCC Office and an Educator at TSAC EY and medication will be prepared for the child to self-administer at TSAC ABCC office and administered to children attending TSAC EY ABCC by the Nominated Supervisor or suitably qualified Educator. All medication will be checked by a second Educator before it is given. All Educators administering first aid or medication must hold a current First Aid Certificate with appropriate updates.

Students with Asthma and Anaphylaxis medication will need to supply ABCC with an appropriate Management Plan completed by a Medical Practitioner. ABCC will also require the child's medication to be at ABCC when their child is attending and to complete all requirements as above, if necessary. Medication can be returned to parents on collection of the child from ABCC.

Asthma puffers may be carried by students provided they have written permission from the Head of Primary. ABCC will require notification that your child has asthma and is self-medicating.

Parents will receive a letter from ABCC six months after yearly enrolment or notification that their child has an asthma or anaphylaxis management plan to ascertain if any changes have been made to the action plan.

Should a child arrive at ABCC without medication for the medical action plan the family will be called and either medication will be supplied, or the child is to be collected without delay.

For children WITH an Action Plan for Anaphylaxis

- Follow emergency response plan as outlined in a student's Action Plan for Anaphylaxis
- If Action Plan indicates the use of an adrenaline auto injector (eg. EpiPen), educators will administer the injector if required
- Seek urgent medical assistance – call an ambulance (tell the dispatcher that the medical condition is anaphylaxis or a severe allergy)
- If unconscious and no pulse is evident, commence Cardio Pulmonary Resuscitation (CPR) and continue until ambulance arrives
- Contact parents/caregivers and child's registered medical practitioner.
- Maintain airway, breathing and circulation always
- Maintain close observation for possible relapse while waiting for ambulance or medical assistance

For children WITHOUT an Action Plan for Anaphylaxis

Severe allergic reactions or anaphylaxis can occur rarely when there is no history of known allergies. This situation should be treated as an emergency. Under these circumstances there will be no Action Plan. Recognition of the symptoms and/or signs as being anaphylactic may also be a problem. The following steps should be followed:

- Seek urgent medical assistance – call an ambulance (if suspected, tell the dispatcher that the medical condition is anaphylaxis or a severe allergy)
- Lay the person flat and elevate the legs if the person is dizzy or seems confused or has a reduced level of consciousness, unless this makes it more difficult for the person to breathe
- Follow standard resuscitation measures if there is no pulse, no breathing or loss of consciousness – if oxygen is available give at a high-flow rate.

EXCLUSION

A child will be removed from the program and the parent/guardian contacted if the child is found to be suffering from an infectious, or contagious disease, or a recognised exclusion illness/condition.

It is the responsibility of the parent/guardian to inform the College of any infectious disease that their child or other immediate family members may be suffering. The College will then notify ABCC.

ABCC will notify the Department of Health should a child present to ABCC with a known exclusion illness. Please take the time to familiarise yourself with the following list of exclusion illness and exclusion times.

INFECTIOUS DISEASES SCHEDULE

Condition	Exclusion for Case	Exclusion of Contacts
Chickenpox	Exclude until all blisters have dried. This is usually at least 5 days after the rash first appeared in unimmunised children and less in immunised children	Any child with an immune deficiency (for example, Leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise, not excluded.
Cold Sores (Herpes simplex)	Young children unable to comply with good hygiene practices should be excluded while sores are weeping (sores should be covered with a dressing where possible)	Not excluded
Conjunctivitis	Exclude until discharge from eyes has ceased	Not excluded
Diarrhoea (including amoebiasis, campylobacter, cryptosporidium, Giardiasis, rotavirus, salmonella, shigella and viral gastroenteritis)	Exclude until there has not been a loose bowel motion for 24 hours. If there are more than 2 cases of diarrhoea notify your nearest Population Health Unit.	Not Excluded
Glandular fever (Mononucleosis, EBV infection)	Exclusion is NOT necessary	Not excluded
Haemophilus influenza type b (Hib)	Exclude until appropriate antibiotic treatment has been completed	Not excluded
Hand, foot and mouth disease	Exclude until all blisters have dried	Not excluded
Head lice (Pediculosis)	Exclusion is NOT necessary if effective treatment is commenced prior to the next attendance day	Not excluded
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness	Not Excluded
Hepatitis B	Exclusion NOT necessary	Not excluded
Hepatitis	Exclusion NOT necessary	Not excluded
Human immunodeficiency virus (HIV/AIDS)	Exclusion NOT necessary	Not excluded
Influenza and influenza-like illness	Excluded until well	Not excluded
Measles	Exclude for 4 days after the onset of rash	Immunised and immune contacts not excluded. Non-immunised contacts of a case are to be excluded until 14 days after the first day of appearance of rash in the last case, unless immunised within 72 hours of first contact during the infectious period with the first case. All immunocompromised children should be excluded until 14 days after the first day of appearance of rash in the last case.
Meningitis (bacterial)	Exclude until well and has received appropriate antibiotics	Not excluded
Meningitis (viral)	Exclude until well	Not excluded
Meningococcal infection	Exclude until appropriate antibiotic treatment has been completed	Not excluded
Molluscum contagiosum	Exclusion not necessary	Not excluded
Mumps	Exclude for 9 days or until swelling goes down (whichever is sooner)	Not Excluded

Norovirus	Exclude until there has not been a loose bowel motion or vomiting for 48 hours	Not excluded
Parvovirus (erythema infectiosum, fifth disease, slapped cheek syndrome)	Exclusion not necessary	Not Excluded
Ringworm/tinea/scabies	Exclude until the day after appropriate treatment has commenced	Not excluded
Roseola	Exclusion not necessary	Not excluded
Rubella (German Measles)	Exclude until fully recovered or at least 4 days after the onset of rash	Not excluded (female Educators of childbearing age should check their immunity to rubella with their doctor)
School sores (Impetigo)	Exclude until appropriate antibiotic treatment has commenced (sores on exposed areas must be covered with a watertight dressing)	Not excluded
Streptococcal sore throat (including scarlet fever)	Exclude until well and has received antibiotic treatment for at least 24 hours	Not excluded
Thrush	Exclusion not necessary	Not excluded
Tuberculosis (TB)	Exclude until a medical certificate is produced from appropriate health authority	Not excluded
Typhoid, paratyphoid	Exclude until a medical certificate is produced from appropriate health authority	Not excluded
Whooping cough (pertussis)	Exclude for 5 days after starting appropriate antibiotic treatment or 21 days from the onset of coughing	Whooping cough (pertussis) Exclude for 5 days after starting appropriate antibiotic treatment or 21 days from the onset of coughing Contacts that live in the same house as the case and have received less than 3 days of pertussis vaccine are to be excluded from child care/ school. Until they have had 5 days of an appropriate course of antibiotics. If antibiotics have not been taken, these contacts must be excluded for 21 days after their last exposure to the case while the person was infectious.

SICKNESS

Parents will be contacted regarding their child/children's illness and asked to collect their children as soon as possible.

Only in the case of an emergency will the Nominated Supervisor seek medical treatment for a sick or injured child and only after every attempt has been made to contact the parent or emergency contact persons. The parent will indemnify the centre for all costs associated with seeking medical treatment for their child.

TOILETING ACCIDENTS

Parents will be notified to come and collect their child if the child has a toileting accident and is unable to clean and change themselves.

If your child is known to have occasional accidents, please keep a change of clothes, including underwear and wipes, in a small bag in your child's backpack. This will save your child the embarrassment of having wet clothes in front of their friends.

If a child can change themselves, their soiled clothes will be placed in a plastic bag and then into a sealed container with the plastic bag given to parents on collection of their child.

SUN PROTECTION

ABCC Educators will encourage the use of sun protective clothing, hats and SPF 30 + broad-spectrum sunscreen for children and themselves when outside. Our ABCC program will be structured to maximize the use of available shade for outdoor activities, and reduce time spent in the sun between 10am to 2pm. Children will apply their own sunscreen, if they are unable to use ABCC sunscreen. Sunscreen will be applied at least 20 minutes before they go out in the sun to maximize its affect and re-applied every 2 hours. If a child is not able to have sunscreen applied, a letter stating this fact must be given to the ABCC Nominated Supervisor. (See Sun Safe Policy at end of this publication).

Strictly NO HAT – NO OUTSIDE PLAY at ABCC.

LOST PROPERTY

Items of lost property found at or near ABCC will be handed into Reception. We encourage Parents to clearly name ALL their child's items of clothing and belongings.

DAMAGE TO UNIFORMS

ABCC will take all care when undertaking art and craft activities by providing children with directions, using art smocks and strict supervision, however accidents do happen which may mean children may cause slight damage to uniforms (e g paint, cut with scissors etc.). ABCC is unable to replace items damaged at ABCC.

During vacation care we suggest play clothes are worn as during this time children are engaged in a variety of play activities and clothes may become wet and soiled. A set of spare clothes during vacation care will provide children with an alternative should their clothes become uncomfortable for them to wear. During vacation care in hotter months ABCC occasionally enjoys water play activities, a set of dry clothes is advised.

ABCC suggests a spare set of underwear in your child's bag during term and vacation care.

Policies

POLICY AND PROCEDURE DOCUMENT

This is a large document containing all procedures and policies that underpin how ABCC operates. A copy of the procedural document is available on request. A copy of this document is in the ABCC office and the procedures and/or any of the policies can be copied if requested.

Individual policies:

TSAC Primary Campus Evacuation Plan

TSAC Primary Campus Lockdown Plan

ABCC Evacuation Plan

ABCC Lockdown Plan

FSAC Ltd Board Policy No. 1 Accreditation Management 2018

FSAC Ltd Board Policy No. 2 Student Protection 2018

FSAC Ltd. Board Policy No. 3 Duty of Care 2018

FSAC Ltd Board Policy No. 4 Risk Management 2018

FSAC Ltd Board Policy No. 5 Student Welfare 2018

FSAC Ltd Board Policy No.6 Compliance Management 2018

FSAC Ltd Board Policy No. 7 Education management 2018

FSAC Ltd Board Policy No. 8 Student Management 2018

FSAC Ltd Board Policy No. 9 Staff Management 2018

FSAC Ltd. Board Policy No. 10 Financial Management 2018

FSAC Ltd Board Policy No. 11 Facilities Management 2018

FSAC Ltd Board Policy No. 12 Work Health and Safety Management 2018

FSAC Ltd Board Policy No. 13 Student Enrolment 2018

DISCIPLINE AND BEHAVIOUR POLICY

Children are expected to behave according to The Springfield Anglican College code of behaviour. TSAC & TSAC EY ABCC will follow the discipline procedures as set out in the Policy and Procedure Manual.

Any child, who is found through their behaviour, to be endangering the safety of others attending the service, will be refused attendance until the Nominated Supervisor and Head of Primary are satisfied that there is not likely to be any further concern.

Once children are collected in the afternoon and the parent/guardian has signed them out, that parent/guardian is then totally responsible for the behaviour of the child/children and the child/children must remain with them always while on College grounds. All children will continue to observe the College Rules regarding safety in playgrounds, courtyards, ovals, buildings and paved pathways.

BULLYING

ABCC follows The Springfield Anglican College acceptable behaviours practices and will not tolerate bullying of any kind.

Bullying is a pattern of behaviour by one person towards another which is designed to hurt, injure, embarrass, upset, or discomfort that person. It can be:

- Physical aggression;
- The use of put-down comments or insults;
- Name-calling;
- Damage to the person's property;
- Deliberate exclusion from activities;
- The setting-up of humiliating experiences

ABCC will manage incidences of bullying following procedures set out in the FSAC Ltd Child Protection Procedure No. 5.3 Child Protection (Student Anti-Bullying) Procedure 2017

CHILD PROTECTION POLICY

TSAC & TSAC EY ABCC as part of the FSAC Ltd follow the policy and procedures of the Child Protection Procedure No. 2.1 Child Protection (Dealing with Harm) Procedure 2018, Child Protection Procedure No. 2.2 Child Protection (Reporting Sexual Abuse) Procedure 2018 Child Protection Procedure Child Protection (Cyber Safety) Procedure 2018.

All staff will read and comply with these policies as they apply to TSAC ABCC and TSAC EY ABCC staff. (For a copy see TSAC website or ask the Nominated Supervisor)

All staff working with children at TSAC & TSAC EY ABCC will comply with the legal to apply for, and hold the appropriate 'Blue card' or 'Exception card' under the Commission for Children and Young People & Child Guardian Act, 2000

- Current certified copies of all clearances will be kept by the Nominated Supervisor
- All staff should be aware of all relevant Acts and Regulations, Commission for Children and Young People Act and other
- All staff will receive a copy of the FSAC Ltd. Board Policy for Child Protection, Sexual Abuse and Duty of Care for Students as part of their induction/orientation package
- All staff will complete a sign off letter to indicate that they have read and understood their obligation under this policy and this will be placed on their staff file

DIVERSITY AND INCLUSION POLICY

TSAC & TSAC EY ABCC as part of an Anglican School community follows the Ethos teachings of the Anglican Church, and will value the following, 'The Anglican Church in its long history has come to value tolerance as a positive good and a distinguishing feature of a civilised community. Anglican schools should vivify such tolerance and acceptance and the care ethic implicit in this respect for others.' Children entering the service bring with them a rich diverse cultural and social background and experience that will be valued and nurtured.

'Culture is the fundamental building block of identity and the development of a strong cultural identity is essential to children's health sense of who they are and where they belong. Children must have access to services that nurture, celebrate and reinforce their culture and support the development of their cultural identity.' "Educators' Guide to the Framework for School Age Care in Australia, (2012, p.57)

PROCEDURES

A nation's culture is one that is based on a set of ethics that arises out of its beliefs. A multicultural society therefore is a society consisting of a variety of cultural expressions such as dress, foods, customs, language and religion. Society also has diversity in households and family groupings and families with additional needs these will be valued and nurtured through the following:

- Educators will seek to show a positive attitude towards other cultures and acceptance of Australia as a multi-cultural society.
- The Springfield Anglican College & TSAC Early Years ABCC programs will assist children to have a greater acceptance of all peoples through the My Time Our Place vision for child's learning.
- Educators believe that the educational program must support the child's self-esteem and pride in their family, community, ethnic and linguistic heritage.
- Respect for Aboriginal and Torres Strait Islander cultures
- Educators will endeavour to gain cultural competency of Aboriginal and Torres Strait Islander cultures and the rich history that belongs to the people of Australia
- Provide programs that are rich in the culture of Aboriginal and Torres Strait Islander people

To assist TSAC & TSAC EY ABCC:

Parents will:

- Inform Educators of the family and child's cultural and/or language requirements at the time of enrolment
- Inform Educators of the family and child's additional needs at the time of enrolment or whenever identified
- Be encouraged to contribute to the program and operation of the service by sharing information about their child's needs
- Be informed via newsletter, noticeboard or other appropriate forms of communication about the service's policies and practices

Educators will:

- Ensure that their interactions with children, promotes gender equality
- Ensure that their interactions with children, promotes equality regardless of race, culture or differences.
- Encourage children to develop to their full potential regardless of different abilities or needs
- Ensure that their language and daily practices are inclusive and non-discriminatory
- Have the opportunity to develop their understanding of inclusion principles and anti-bias through professional development
- Provide inclusive resources, experiences and materials
- Ensure the physical environment reflects an inclusive and anti-bias approach
- Implement a range of practices to actively counteract bias or prejudice

EXCURSION POLICY

The Springfield Anglican College ABCC as part of the curriculum with input from children and families into the program will schedule excursions.

TSAC Early Years ABCC will gather input from children & families and will schedule excursions within the College grounds as part of the program.

- Excursions will be conducted in a safe and organised manner and form an integral part of the program. The Springfield Anglican College ABCC will endeavour to include destinations that provide enjoyment, interaction with the community and experiences that are new to provide further stimulation for the children
- TSAC EY ABCC children will not be leaving the grounds of the College
- TSAC ABCC children in year 2 and under will not be leaving the grounds of the College
- The Nominated supervisor must ensure that a Risk Assessment is carried out to identify and assess risks that excursions may pose to the safety, health or wellbeing of any child being taken on an excursion before an authorisation from parents is sought
- The Risk Assessment must identify and assess risks that the excursion may pose to the safety, health and wellbeing of any child being taken on the excursion and specify how the identified risks will be managed and minimised.

Risk Assessment must cover:

- The proposed route and the destination for the excursion,
- Any water hazards
- Any risk associated with water-based activities
- Transport to and from the proposed destination for the excursion
- The number of adults and children involved in the excursion
- The risk assessment will assist in determining the educator to child ratio required for the excursion, and whether a higher ratio of educators or other responsible adults to children may be appropriate to provide supervision, given the risks posed by the excursion
- The proposed activities – identified risks and risk management to minimise the risk to an acceptable level and,
- The likely length of time of the excursion
- The items that should be taken on the excursion
- Excursions outside the usual premises will be for all children in Year Three and above
- A First Aid kit, student roll, emergency contact numbers, medical forms containing emergency contact details for parent/guardian for all children, any relevant medical information, medication and mobile phone must be taken on every excursion
- The authorisation must be given by a parent or other person named in the child's enrolment record as having the authority to authorise the taking of the child outside the service premises by an educator and must state:
 - The child's name
 - The reason the child is to be taken outside the premises
 - The date the child is to be taken on the excursion (unless the authorisation is for a regular outing)
 - A description of the proposed destination for the excursion
 - Method of transport to be used for the excursion
 - Proposed activities to be undertaken by the child during the excursion
 - The period the child will be away from the premises
 - The anticipated number of children likely to be attending the excursion
 - The anticipated number of Educators members and any other adult who will accompany and supervise the children on the excursion
 - That a risk assessment has been prepared and is available at the service

TSAC EY ABCC -If the excursion is a regular outing, the authorisation is only to be obtained once in a 12-month period.

It is necessary for parents to provide written permission that is received prior to the excursion by TSAC EY ABCC.

- Educators / child ratios will be maintained at all times. Each Educator will be responsible for a designated small group of children. Head counts are made at regular intervals and relayed to the person in charge – the Certified Supervisor – through the use of a mobile phone where appropriate.
- An Educator with a recognised current First Aid Certificate will accompany each group during the excursion. All injuries/illnesses will be reported to the Certified Supervisor who will follow the appropriate procedures as outlined (in policy 2.3.)
- Excursions for TSAC EY ABCC: these will be located inside the TSAC College grounds. During vacation care TSAC EY ABCC will join the main ABCC to participate in inclusion activities usually held in the main ABCC rooms. As these activities require the children to move from the Kindergarten area they are classed as excursions and required to comply with the excursion regulations as they apply.

Excursions leaving the College: (TSAC ABCC)

- Transport for excursions will be provided by FSAC Ltd buses, where possible, or suitably contracted transport providers. FSAC Ltd buses are fitted with seatbelts.
- OSHC Excursions: Excursions undertaken during the vacation care component of care will be compulsory for children eligible to attend. All children years 3 and above that are booked into vacation care program will need to participate in an excursion, and will be unable to stay at ABCC and participate in the program offered for years 2 and under.
 - participate in an excursion, and will be unable to stay at ABCC and participate in the program offered for years 2 and under.
 - The cost of excursions can attract CCS
 - The cost of excursions will be set for 2019 at a maximum fee of \$40.00 plus the daily/ weekly attendance fee
 - This cost will be revised yearly in line with the service budget
 - For year 3 and above only- Only one excursion will be organised per week during the vacation care period.
 - Year 3 and above - costed incursions/craft activities will be scheduled for no more than 2 per week
 - For Kindy to Year 2 – costed incursions/craft activities will be scheduled for no more than 2 per week
 - Parents/guardians, children, staff and members of our community will be encouraged to provide ideas for excursions and incursions
 - Children's evaluations of the excursion will be sought and used for future planning
 - Staff will evaluate the overall excursion as this will assist in future planning
- Incursions: Incursions undertaken during the vacation care component of care will be compulsory for all children attending the session.

FOOD AND NUTRITION

The Springfield Anglican College ABCC & TSAC Early Years ABCC strives to achieve several aims in the area of Food and Nutrition. These are:

- To provide a food and nutrition policy that is consistent with Australian Dietary Guidelines for children as developed by national Health and Medical Research Council including
- When providing information, guidance and advice to families:
 - To provide children with appropriate food to grow and develop naturally
 - To enjoy a wide variety of nutritious food including plenty of wholemeal breads, wholegrain cereals, vegetables and fruits
 - To include milk, yoghurt, cheese and/or alternatives
 - To limit saturated fats and moderate total fat intake
 - To encourage water as a drink
 - To eat only a moderate amount of sugars and food containing added sugar
 - To choose low salt foods
 - To eat foods containing calcium and iron
 - To provide physical activity in conjunction with appropriate food as it is important for all children
- To identify the strategies needed to deliver nutritional care
- To care for food by preparing and storing safely
- To assess the performance of The Springfield Anglican College ABCC & TSAC Early Years ABCC and identify areas which need improvement in the area of nutrition
- To provide clear guidelines to Educators
- To provide information to parents about the nutrition provided to their children.
- The nominated supervisor must ensure that The Springfield Anglican College ABCC & TSAC Early Years ABCC has access to safe drinking water at all times

Procedures

- To achieve these aims, procedures have been developed which directly relates to food and nutrition. These are:
 - Educators promote healthy eating habits
 - Educators implement effective and current food safety and hygiene practice
- To address these five key procedures areas have been developed. These are:
 - AREA A Healthy Food and Beverages This addresses what, when and how much
 - AREA B Safe Food Strategies This addresses how to store, prepare, cook and serve food safely
 - AREA C Social Aspects of Food This addresses social, cultural and family issues surrounding food
 - AREA D Learning about Food This addresses the preparation of food and food awareness activities
 - AREA E Monitoring the Nutrition Procedure This addresses the monitoring of the nutritional procedures that are in place.

AREA A – Healthy Food and Beverages

Goals

- To provide information on nutritious foods to assist parents in deciding appropriate food to supply their child
- Cooking experiences will increase children's knowledge of healthy food
- To provide information about healthy and nutritious food to children and families attending before, after and vacation care sessions

Strategies

- Information will be provided for parents that show the nutritious value of providing foods from the five food groups – breads and cereals, dairy foods, meat and meat alternatives, fruit and vegetables
- Water will be the primary drink and will be available at all times
- Parents will be advised when their child is not eating well, and a strategy will be developed to monitor their progress
- Foods containing nuts will not be served
- Foods containing traces of nuts will be monitored to ensure children with prescribed allergies do not consume or come into contact with
- Foods containing added sugars be discouraged and information shared with families
- Foods containing added salt will be discouraged and information shared with families

AREA B – Safe Food Strategies

Goals

- To provide to families' information on how to store, prepare and serve food in a safe hygienic manner and to promote hygienic food practices.

Strategies

- A routine will be followed where children eat at regular and predictable intervals
- Children will be required to remain seated when eating and drinking
- Educators and children will wash their hands before eating or drinking or handling food
- Food will be stored at safe temperatures. The refrigerator will be kept at 4 degrees Celsius or below
- Children will be discouraged from bringing foods that require reheating, unless a specific dietary requirement
- Adequate refrigeration will be available to store foods and beverages supplied by parents
- In cooking activities, Educators will carefully supervise the children ensuring safety around hot food, beverages and appliances at all times
- Educators will be regularly updated on the special dietary needs of the children. In particular, Educators will be advised of food allergies and intolerances to ensure children will not be given inappropriate foods
- Families will notify The Springfield Anglican College ABCC & TSAC Early Years ABCC during the enrolment process or as soon as practicable upon diagnosis of any special dietary needs of the child, whether for health or cultural reasons
- Working areas where food is prepared will be kept in a clean and hygienic manner
- Educators will undergo regular training in safe food management

AREA C – Social Aspects of Food

Goals

- To reinforce the values of family, school and community through provision of a caring eating environment that reflects these values

Strategies

- To select and share recipes and food related activities from a variety of different cultures
- To celebrate special occasions with culturally significant and appropriate foods. For example, birthday cakes, Easter foods etc.
- Food will not be used as a form of punishment or reward either by its provision or denial
- Educators will participate in the eating of food with the children when appropriate
- Children will be seated when eating and drinking
- Emphasis will be placed on promoting an eating environment where children are relaxed and able to enjoy their food with sufficient time for the children to eat and not feel rushed
- Care will be taken to ensure children with special dietary needs are not excluded from food related activities or singled out by their dietary differences

AREA D – Learning about Food

Goals

- To teach children about food, nutrition and hygiene and suggest implementation of these strategies at home

Strategies

- Children to offer suggestions for food and beverages suitable for breakfast, lunch, afternoon tea menus and cooking activities
- Children participate in the preparation of food to give them practical experience in the preparation of food.
- Children learn about the foods they eat and the importance of eating healthy foods
- Children will be instructed in the importance of good hygiene when handling food
- Children may participate in food related activities including but not limited to cooking, food art and food music

AREA E – Monitoring the Nutrition Procedure

Goals

- To monitor the performance of The Springfield Anglican College ABCC & TSAC EY ABCC with respect to the nutrition policy
- To identify key areas of effectiveness
- To use a consultative process that includes Educators, parents and children to identify and improve any area which are not optimum

Strategies

- To make available to all parents a copy of the latest Food and Nutrition Policy
- To seek input from the children to assist in evaluating the cooking
- To seek input from parents to evaluate the Nutrition Policy, and cooking ideas

Reference:

<http://www.nhmrc.gov.au/guidelines/publications/n55> - accessed 14th January 2020

MEDICAL CONDITIONS POLICY

Management of medical conditions, including asthma, diabetes or a diagnosis that a child is at risk of anaphylaxis:

- All Educators will read policy 2.4 Anaphylaxis & Other Medical Issues Management Policy
- Each educator will hold a current recognised First Aid qualification and annually undertake CPR updating of their qualification, Educators will also undertake anaphylaxis management and asthma management training as required by Education and Care Services National Regulations (ss.136)
- Families will notify ABCC either through the enrolment process or as soon as possible via email, in person or by phone when identified or change to any medical condition, specific health care need or allergy that requires a medical management plan for the child attending TSAC & TEAC EY ABCC. A copy of the medical management plan must be given to ABCC prior to a child attending the service
- The Nominated Supervisor will identify all children attending the service any child identified any medical condition, specific health care need or allergy that requires a medical management plan from the enrolment form, during the orientation process or as notified by the family
- All Educators will be notified of any child identified any medical condition, specific health care need or allergy that requires a medical management plan either at an Educators meeting, from information in the TSAC ABCC Medical Conditions and Allergy folder or TSAC EY ABCC Medical Conditions and Allergy folder, the management plan on the notice board
- The educators meeting minutes will act as a register that educators have read and understood the medical management plan and have identified the child identified in the medical management plan
- All medication will be available at ABCC prior to the child attending ABCC. It is the responsibility of the parents to ensure that medication is provided to ABCC prior to their child's arrival at ABCC
- Should a child arrive at ABCC without medication for the medical action plan the family will be called and either medication will be supplied, or the child is to be collected without delay
- The Nominated Supervisor in consultation with the family will develop a risk-minimisation plan:
 - To ensure that the risks relating to the child's specific health care need, allergy or relevant medical condition are assessed and minimised
 - If relevant, to ensure, that practices and procedures in relation to the safe handling, preparation, consumption and service of food are developed and implemented
 - If relevant, to ensure that practices and procedures to ensure that the parents are notified of any known allergens that pose a risk to a child and strategies for minimising the risk are developed and implemented
 - To ensure that practices and procedures ensuring that all Educators members and volunteers can identify the child, the child's medical management plan and the location of the child's medication are developed and implemented
 - If relevant, to ensure, that practices and procedures ensuring that the child does not attend the service without medication prescribed by the child's medical practitioner in relation to the child's specific health care need, allergy or relevant medical condition are developed and implemented. (See 2.4 Anaphylaxis & Other Medical Issues Management Policy).

SUN SAFE POLICY

Sun safety will be conducted at ABCC throughout the whole year. Educators will ensure children attending our service are protected from the harmful effects of the sun at all times. The Nominated Supervisor will:

- Encourage the use of sun protective clothing, hats and SPF 30 + broad-spectrum sunscreen for children and Educators when outside.
- All Educators will remind children and Educators to wear a hat and that sunscreen is applied whenever they are outside. This will include areas undercover areas, walkways and breezeways.
- Ensure this requirement is met throughout the year and include time during times of overcast weather.
- Direct Educators to ensure that sunscreen is to be reapplied every two hours or earlier during times of increased physical activity.
- Ensure that The Springfield Anglican College ABCC & TSAC EY ABCC maximises the use of available shade for outdoor activities and plan activities which reduce time spent in the sun between 10am to 2pm.
- Inform parents of the Sun Safety Policy when children are enrolled. The Sun Safety Policy will be included in the enrolment package.

Educators will be encouraged to act as positive role models for children in all aspects of Sun Safety behaviour by:

- wearing broad-brimmed hats and appropriate clothing for all outdoor activities
- using SPF 30+ broad-spectrum, water resistant sunscreen
- seeking shade whenever possible
- wearing sunglasses that meet the Australian Standard (AS/NZS1067:2003)
- Parents will provide a Hat as part of the College uniform for term time ABCC during vacation care. ABCC recommends a bucket hat
- TSAC ABCC & TSAC EY ABCC will supply a generic brand of sunscreen for use during the day
- If the generic brand is unsuitable for children then parents will be asked to provide named SPF 30+ broad spectrum, water resistant sunscreen for their child. This is to be kept in College bag and used when appropriate
- Incorporate education programs that focus on sun safe messages
- Ensure all Educators to act as positive role models for children in all aspects of Sun Safety Behaviour
- Seek support for the Sun safe message through newsletters, parent meetings
- Review the Sun Safety Policy annually with Educators, parents, children and Management

References: Queensland Cancer Council website: <https://cancerqld.org.au/> Accessed 14.01.2020.

HANDLING OF COMPLAINTS AND GRIEVANCES POLICY

The Springfield Anglican College ABCC as part of the FSAC group of colleges and will adhere to the Board FSAC Ltd Compliance Procedure No. 3.4 Grievance Management Procedure 2018. FSAC Ltd is committed to providing a fair, safe and productive educational environment at its Colleges, where grievances are dealt with in a transparent and equitable manner. An essential part of developing that environment is ensuring that members of the College communities (staff, students, parents, carers and the public) are encouraged to come forward with their grievances in the knowledge that the College will take appropriate action to resolve those grievances.

All grievances from children, families or members of the community will be respected and treated in a fair and equitable manner with a strong desire to resolve the grievance through the following procedure:

- All complaints or concerns will first be addressed and discussed with the Nominated Supervisor
- If after discussing the issue with the Nominated Supervisor the matter is still unresolved then it should be forwarded, in written form, to the Coordinator ABCC – FSAC Ltd. who will discuss the issue with the Head of Primary
- The Head of Primary and the ABCC Nominated Supervisor will contact the person and arrange a meeting.
- All persons involved will be informed of the outcome of that meeting
- Matters remaining unresolved will be forwarded to the Head of Primary or the College Principal who will investigate the issue and inform all parties concerned of the outcome of the investigation FSAC Ltd Compliance Policy No. 3.4 Grievance Management Procedure 2018 (Appendix) will be followed for the resolution of all grievances
- Heated discussions should never take place in the presence of children. Any parent who insults or upbraids the Nominated Supervisor or staff member within the hearing of students of ABCC will be interviewed by the Head of Primary to determine the suitability of continuing enrolment at The Springfield Anglican College ABCC.
- Both parents and staff should respect each other's roles and concerns.

FAQs

Why am I charged an Absence Fee?

If you fail to contact ABCC and comply with the Cancellation procedure requirements, then an Absence Fee is charged to your account.

Why am I required to sign an Absence on the roll?

All families with CCS% are allocated 42 absences each financial year. After these absences have been used no CCS% whether eligible on a weekly fee relief basis or claimed at tax time, unless you have a legitimate absence, either medical, change to work roster or similar, will be allocated to your fees.

Any additional absences will require proof either medical certificate or letter from your workplace. All absences are reported to the Department of Education, Employment and Workplace Relations in our weekly reporting system for all families. To ensure the service is charging correctly for absence it is necessary for families to sign the record of the absence.

Why are incursions / excursions compulsory?

If children do not attend an incursion / excursion the ABCC would be required to allocate a staff member to the child or children not attending the activity. This increases our staffing numbers because of the need to meet regulatory requirements for staff/child ratios and cover all areas used by children. Increased costs for staff would be putting pressure on our budget this requiring an increase in overall fees to cover the situation.

Each year we try to keep all fee increases to a minimum and look to ways to keep costs down for families. Making incursions / excursions compulsory also attracts CCS to the full fee charged making it a cost effective for families needing to use vacation care.

Why must I make a booking? And why must I notify ABCC of my child not attending?

The service operates under regulatory requirements that include a certain staff to child ratio. To enable ABCC to have the required number of staff on duty to manage the children at ABCC, knowledge of how many children will be attending is essential.

This also works in reverse for cancellations; ABCC is able to cancel staff if the numbers of children decrease.

Both require early notification to allow staff to be able to come to work and to be released from work with enough notice.

Community Corner

If you are looking for a local sporting, music, recreational, educational or safety club, have a look at the list below as there may be just what you are looking for.

Group / Club Name	Contact Name	Contact Details	More Information
230 Squadron Australian Air Force Cadets	Flight Lieutenant David Wilson	0418 718 085	http://www.aafc.org.au xo.230sqn@aafc.org.au
Australian School of Performing Arts, Film and Television	Renata	0432 055 966	http://aspaftv.com.au/ renata@aspaftv.com.au
Brookwater Golf Club		3814 5500	
Camira Music Academy		3818 2100	
Camira Scouts	Tracey	0431 823 872	http://camira.scoutsqld.com.au/
Eastern Taipans Cricket Club	Brad	0421 226 172	eastern-taipans@hotmail.com
Grande Park Tennis Courts		Grande Avenue, Springfield Lakes	
Hot Shots Street Tennis Series	Michael Sherry	0411 762 341	http://tennis.com.au MSerry@Tennis.com.au
Ipswich Community Aid	Katherine	3318 0755	
JUST DANCE - Hip Hop and Jazz	Elise	0431 745 513	
Lakes District Dragon Boat Club	Zane	0412 957 850	zane@brisbanerefinish.com.au
Little Athletics (Forest Lake)	Martin	0407 742 943	forestlake_littleas@hotmail.com
Multipurpose Courts (Lakes Oval and Clubhouse)	Ipswich City Council	Summit Drive, Springfield Lakes 1300 477 9424	
National Trust - Wolston House Volunteers	Victor Wise	3271 1096	
Prestige Dance Centre	Lauren	3715 8220	
Raiders Softball Club	Sandie	0402 485 795	raidersistps@hotmail.com http://raidersistps.org.au/
Rotary Club of Goodna (meets at Brookwater)	Peter Walsh	3288 3511	
Softball Queensland (OzPitch)	Mike	3391 2447	
Spring Lake Neighbourhood Watch Group	Steve	0448 126 744	
Spring Lake Tennis Courts	Ipswich City Council	Spring Lake Park, Springfield Lakes. 1300 477 9424	
Springfield Brumbies Basketball Club	Bill Poulain	0422 750 099	springfieldbrumbies@yahoo.com.au
Springfield Fitness & Dance Studio	Kristy	3381 0838	http://www.fadstudio.com.au/ chub_1983@bigpond.com
Springfield Lakers Hockey Club	Peter	0450 267 204	
Springfield Lakes Canoe Polo	Mick	0402 643 465	http://www.centenary.canoe.org.au/
Springfield Lakes Girl Guides	Megan Alpe	0414 237 333	megan-alpe@live.com.au
Springfield Lakes Hawks Rugby Union Club	Graham	0403 056 577	
Springfield Lakes Kookaburras Australian Football Club	Daniel	0419 503 793	

Springfield Lakes Netball Club		0452 050 340 or 0452 060 340	http://www.springfieldlakesnetball.com/
Springfield Lakes Oz Tag	Chris	0417 770 057	http://www.springfieldlakesoztag.com/
Springfield Lakes Tennis Club	Margy	0418 783 890	http://springfieldtennis.org.au/
Springfield Lakes Tennis Coaching	Bill or Marianne	3810 5868 / 0414 381 664	
Springfield Lakes Touch Association	Paul	0411 348 470	
Springfield Panthers Junior Rugby League Club	Glen	3288 4539 or 0403 444 433	
Springfield Panthers Senior Rugby League Football Club	David	0410 803 714	http://www.springfieldpanthers.com.au
Springfield United Football Club	Pye	0410 739 178	http://www.springfieldutd.com.au/
St John Ambulance (QLD) Bellbird Park Division	Paul Neuendorf	0413 448 031	bellbirdpark@stjohnqld.com.au http://www.stjohnqld.com.au/
The Lakes Music Studio (Piano Tuition)	Lauren	0411 611 812	http://www.musicteaching.info/ laurenteske@hotmail.com
The Lions Club of Greater Springfield	John	3814 4434	
The Studio of Performing Arts Springfield	Danielle	0419 788 346	http://thestudiospringfield.com.au
Ugly Gully Orienteering Club	Michael	3217 0783	http://oq.asn.au/
Waterworx Swim Club	Amanda	3818 9679	http://www.waterworxswimclub.org.au/
Waterworx Triathlon Club	Riaz	0419 170 571	
Western Spirit Football Club	Helen	0411 094 866	http://www.spiritfc.com.au/
Westside Business Women's Networking Group	Tracey Edgar	0432 642 817	
Westside Community Care	Phil Cutcliffe	3818 2915	http://www.westsidecommunitycare.org. au/
Wolston Park Centenary Cricket Club	Ellen	3376 9545	http://www.wpccc.com.au/

A detailed copy of Springfield Lakes My Community Directory can be found via the following link:
<http://www.mycommunitydirectory.com.au> then type in Springfield Lakes as suburb and your topic of interest.